

Barclays tariff for personal customers

off-sale accounts



July 2019



Protected

Contents

- 3 [About our tariff](#)
What's covered by the tariff
- 3 [Blue Rewards](#)
Eligibility and fee for Barclays Blue Rewards
- 3 [Pack Fees](#)
Monthly charges for Packs
- 4 [Borrowing from us](#)
Daily fees and other charges for overdrafts
- 5 [Charges for Emergency Borrowing and Unpaid Transactions](#)
Emergency Borrowing Fees
Unpaid Transaction Fees
Clear daily fees – one per day
Control Feature
- 7 [Charges for using your debit card](#)
Charges in the UK and abroad
Deciding whether to pay in pounds sterling or in the local currency
- 8 [Charges for other services](#)
Charges for services you may use less often, which you pay for individually
- 10 [Other important information](#)
How and when fees will be taken from your account
What to do if you don't want your new account
How to complain or give us feedback
- 11 [Glossary of Terms](#)

1 About our tariff

The tariff tells you what we charge you for banking services; how much, and when. It forms part of our agreement with you when you choose to bank with Barclays.

The tariff sets out daily fees and charges for the current accounts and services we offer in the UK. It covers the accounts listed in Section 2 below.

- i** If you opened your account after 28 May 2012 this tariff won't apply to it. If your account is not listed in section 2, then this tariff won't apply to you. You can get the tariff for your account by asking in branch or visiting [barclays.co.uk/welcomepacks](https://www.barclays.co.uk/welcomepacks)
- i** If you have a savings account, you'll find interest rates in our 'Rates for Savers' leaflet. You can get this from any of our branches.
- i** Our fees and charges are also summarised in a Fee Information Document (FID) available for each product. This is a standardised form that providers of personal current accounts will make available to allow you to compare products more easily. You can ask us for a FID in branch or find one at [barclays.co.uk/rca](https://www.barclays.co.uk/rca)

These charges and fees are correct as at 01 July 2019, but are subject to change. We can change our charges and fees as set out in the Retail Customer Agreement.

2 Blue Rewards

Eligibility and Fee for Barclays Blue Rewards

To be eligible for Barclays Blue Rewards, you must do two things each calendar month:

1. Pay in at least £800 into your nominated current account
2. Pay the monthly fee of £4

You can join Barclays Blue Rewards with any eligible current account. If you have a Barclays Basic Current Account, a Young Person's account, BarclayPlus, a foreign currency account, or a Barclays Wealth or Barclays Business account, we're sorry, but you can't use these to join Barclays Blue Rewards.

We charge a fee of £4 each month for Barclays Blue Rewards. Your monthly fee will be taken from your nominated account on the 2nd working day of each month. The first monthly fee will be taken in the month after you join Barclays Blue Rewards. It will show in your statement as 'Blue Rewards Fee'.

Please read the terms and conditions for full details of how to qualify and to remain eligible for Barclays Blue Rewards.

If you'd like to know more about Barclays Blue Rewards please visit [barclays.co.uk/bluerewards](https://www.barclays.co.uk/bluerewards)

3 Pack Fees

For a monthly Pack fee, you get the features and benefits you want. To find out more about Packs, visit [barclays.co.uk/customisemyaccount](https://www.barclays.co.uk/customisemyaccount) or ask at a branch.

Type of Pack	Monthly Pack Fee
Premier Tech Pack*	£7.50
Premier Travel Plus Pack*	£11.50

*Premier Tech and Premier Travel Plus packs were removed from sale for new customers on 6 July 2015

Currently, the Home Pack is temporarily unavailable for new customers.

Get a discount for adding more packs

When you add a second or third pack to the same bank account on which you already have a pack, you will receive a multi-pack discount of £2 for each additional pack added. That means you'll get a discount of £2 a month if you've got two packs and a discount of £4 a month if you've got three packs.

4 Borrowing from us

If you are over 18, you can ask to borrow money through your current account as an arranged overdraft and Emergency Borrowing.

An overdraft allows you to borrow up to an arranged limit when there's no money in your account, and Emergency Borrowing is an extra agreed amount to help you cover unexpected emergencies.

Overdrafts and Emergency Borrowing facilities are repayable on demand. Here's how we charge.

Arranged overdraft fees

The fees shown here are variable, which means we can change them – although we will let you know before we do this. Overdrafts, including fee-free amounts, are subject to status and application, so the amount offered may be different to that shown in the examples in this section.

Daily fees are calculated on the daily statement balance and charged to your account monthly as follows.

If you would like to talk to us about applying for an arranged overdraft you can do this at any time.

Account type	Fees payable	Representative example
Platinum Banking Platinum Banking was withdrawn from sale on 6th November 2008	No daily fees are charged on arranged overdrafts up to £250. When you go over your £250 overdraft fee-free amount, daily fees are charged on the whole balance of your arranged overdraft. The daily fees are as follows: Up to £250 No fee Over £250 and up to £1,000 75p per day Over £1,000 and up to £2,000 £1.50 per day Over £2,000 £3 per day	Fee-free overdraft up to £250 (subject to application and status) while you stay within that limit. If you use an overdraft of £1,200, you'll be charged £1.50 per day when you use it.
Flexible Account with Personal Overdraft Barclays Bank Account with Premiercard overdraft	Daily fees are charged on all balances within an arranged overdraft limit. The daily fees are as follows: Within £15 Buffer No fee Over £15 and up to £1,000 75p per day Over £1,000 and up to £2,000 £1.50 per day Over £2,000 £3 per day	If you use an overdraft of £1,200 you will be charged £1.50 per day when you use it.

Any overdrafts over £15,000 have a set-up fee of 1.5% of the arranged overdraft limit.

An overdraft renewal fee of 1.5% of the limit will also be applied to these overdrafts annually. For arranged overdrafts over £25,000 we may ask for security.

All overdrafts are subject to status and application so the amount offered may be different to that shown on the example.

All borrowing is repayable on demand.

To find out more

visit barclays.co.uk/youroverdraft or ask in branch

5 Charges for Emergency Borrowing and Unpaid Transactions

Emergency Borrowing Fees

Emergency Borrowing is a separate borrowing facility we can provide in addition to or instead of an arranged overdraft to help you cover unexpected or emergency payments. It is not part of any overdraft fee-free amount available on the type of account you hold. Emergency Borrowing is subject to status, application and the type of account you hold so the amount offered may be different to that shown in the example.

If you have arranged an Emergency Borrowing facility, we give you a buffer of £15. If you go into your Emergency Borrowing by more than this amount, we will charge you an Emergency Borrowing fee of £5 per day for each day you use it.

This fee is capped at seven days in each monthly charging period, so using your Emergency Borrowing will never cost you more than £35 per month. However, if you have an arranged overdraft, you will be charged the highest daily fee that applies to your overdraft for the remainder of the monthly charging period. We explain how we set the monthly charging period in section 7 “Other Important Information”.

Representative example

Emergency Borrowing of £100 for 10 days with an overdraft of £1,000.

Fee of £5 per day, capped at seven days giving a total of £35 plus three days at 75p giving a total of £2.25 and overall total of £37.25.

Unpaid Transaction Fee

When you ask us to make a payment, you must have the money (including any available overdraft, Emergency Borrowing or the £15 unpaid buffer we give you) in your account to cover the payment at 15.00 on the day the money is due to go out.

If we refuse the payment due to lack of funds i.e. because you do not have the money to cover it, then we'll charge you an Unpaid Transaction Fee of £8 per day for our service of considering the requested payment and, where necessary, dealing with the other bank.

You will not be charged more than one Unpaid Transaction Fee in any one working day no matter how many items are returned unpaid. No more than four Unpaid Transaction Fees will be applied in a monthly charging period.

Clear daily fees – one per day

If you're facing a number of different charges (Overdraft, Emergency Borrowing or Unpaid Fee) in any one day, we'll only charge you a single fee – whichever is the highest. So, for example, if you've exceeded your arranged overdraft limit, exceeded your Emergency Borrowing limit and had a payment refused due to lack of funds all on the same day, we'll only charge you the £8 Unpaid Transaction Fee.

Summary of Emergency Borrowing and Unpaid Transaction Fees

	Barclays Current Account	Barclays Current Account with Emergency Borrowing
Unpaid Transaction Fees	£8 per day	£8 per day
Maximum No. of Unpaid Fees per charging Period	4 (£32)	4 (£32)
Emergency Borrowing Daily Fee	n/a	£5 per day
Maximum No. of Emergency Borrowing Fees per charging Period	n/a	7 (£35)
Monthly Maximum Charge	£32	£67

Monthly cap on unarranged overdraft charges

1. Each current account will set a monthly maximum charge for:
 - going overdrawn when you have not arranged an overdraft; or
 - going over/past your arranged overdraft limit (if you have one).
2. This cap covers any:
 - interest and fees for going over/past your arranged overdraft limit;
 - fees for each payment your bank allows despite lack of funds; and
 - fees for each payment your bank refuses due to lack of funds.

This is a standard definition of the monthly maximum charge that all banks are required to use. It doesn't include:

- charges for using an arranged overdraft;
- charges for additional features, e.g. the cost of Packs for customising your account

Note: The monthly charging period for these fees closes two days before we issue your statement.

Further details can be found online at barclays.co.uk/youroverdraft

Control Feature

For a monthly fee, Control Feature helps you to avoid Unpaid Transaction Fees. If you try to pay for something when there isn't enough money in your account the payment will be returned unpaid – but you won't be charged any Unpaid Transaction Fee. This could be right for you if you often get charged Unpaid Transaction Fees. You will still need to pay any other fees, such as overdraft or Emergency Borrowing fees.

Fee	Amount
Control Feature	£8 per month

6 Charges for using your debit card

If you use your debit card in the UK: Barclays will not charge you for using your debit card in the UK when making purchases, or cash withdrawals in pounds sterling, or when buying travellers' cheques or foreign currency. A small number of cash machine providers may charge a transaction fee but they should tell you about this on-screen before you commit to any transaction.

If you use your debit card abroad or pay in a currency other than pounds sterling (either abroad or in the UK):

Barclays will charge you a 2.75% Non-Sterling Transaction Fee for using your debit card abroad when making purchases, cash withdrawals, or when you are being refunded. This fee will also apply whenever you do not pay in sterling, for example when you shop online on some websites.

On top of this, if you're making a cash withdrawal over the counter at a bank outside the UK (including Barclays), or using a cash machine other than a Barclays cash machine or a cash machine at a Global Alliance member bank, you'll also be charged a £1.50

Non-Sterling Cash Fee and the cash machine provider may apply other charges.

Visa converts transactions into sterling using the Visa Exchange Rate on the day it processes the transaction. This date may be different to the day on which the transaction took place. Historic exchange rate information is available on visaurope.com.

When using your debit card abroad some merchant terminals or cash machines may offer you the choice of paying for your transaction in sterling. If you choose to pay in sterling the 2.75% Non-Sterling Transaction Fee will not apply, but you should always try to find out what the merchant or cash machine provider's commission charges are and what exchange rate they are using, as overall it may be more expensive to pay in sterling.

7 Charges for other services

Fees marked with # are free to Platinum customers.

Service	Fee
Sending money within the UK	
Cancelling a CHAPS payment	£20
Same-day transfer of money to another bank in the UK (CHAPS)	£25 [#]
Sending money outside the UK	
Cancelling an international payment order (other than cheque)	£20
Priority Barclays International Payments (BIPS) made via branch or telephone banking	£40*
Standard Barclays International Payments (BIPS) made via branch or telephone banking	£25*
SEPA Credit Transfers made via Barclays Mobile Banking or online banking	£0*
SEPA Credit Transfer made via branch or telephone banking	£15*
Barclays International Payments (BIPS) made via Barclays Mobile Banking or online banking	£0*
Tracing**, recalling, cancelling or changing a payment	£20
Receiving money from outside the UK	
Receiving currency or international payments (outside SEPA)	£6
Other	
Direct Presentation Service (for rapid cheque clearance)	£20 [#]
Banker's draft	£15 [#]
Cancel (or stop) a cheque	£12.50 [#]
Replacement or additional PINsentry card reader	£6

*Overseas delivery charges may still apply

**We will only charge a tracing fee where we have been provided with the incorrect details (e.g sort code and account number) for the payment instruction

Barclaysafe	Fee
Barclaysafe – our safe custody service Standard service for documents and wallets only	£3 per month plus £10 per access [^]
Premium service This service is no longer available to new customers. Existing customers with uncollected items will continue to be charged until notified otherwise.	£20 per month

[^]Includes VAT (VAT not applicable in the Channel Islands). We reserve the right to amend the price of Barclaysafe in line with the terms and conditions and any change in the rates of VAT. We may also make other changes – you can find out more information in the Barclaysafe terms and conditions.

Receiving money from outside the UK

Cheques in non-sterling currencies – collection***

- Under £50 equivalent – free
- £50 - £100 equivalent - £4.00
- £100 and above equivalent – 0.25% of cheque's value.
Min £16 max £40

Cheques in non-sterling currencies – negotiation dependent on foreign bank***

- Under £50 equivalent – free
- £50 - £100 equivalent – £4.00
- £100 and above equivalent – 0.25% of cheque's value. Min £9 max £60 (plus a correspondent bank's charge of £6, which only applies when currency differs from that of the country where the cheque is drawn)
- Plus interest charge
- No interest charge for cheques drawn on Barclays in the UK

Returned Foreign Cheques

£7

*****Cheque Collection:** The face value of the cheque less any charges deducted by the paying bank and Barclays is credited to you normally within 4-6 weeks, depending on the bank and the country we present the cheque to. For foreign currency accounts this fee will be converted to the debit currency using the relevant foreign exchange rate on the day we process the payment.

Cheque Negotiation: There is an additional interest charge for the funds that Barclays advances you. Where funds are being paid into an account in the same currency as the cheque, this charge will be included within the negotiation rate. Where there is a currency conversion, the interest charge (minimum £2) will be shown separately.

Currency Cheques

If you deposit a cheque drawn in a foreign currency on an account outside the UK, we will need to negotiate or collect it as a foreign cheque.

Negotiation

Should you require funds earlier than the collection process, then we may be able to negotiate the cheque.

Negotiations are only available in a limited number of currencies and countries and are subject to approval that we may advance you funds.

For a negotiation we will collect the cheque as per the process described above, but advance funds to you when our International Cheques department process the cheque.

As we are advancing funds to you we will charge you interest based on the typical number of days within which we expected the cheque to clear at a margin above the Bank Of England Bank Rate for the currency. The interest fee and our charges will be deducted from the proceeds¹ credited to your account. Should we need to convert the proceeds of the cheque to another currency to credit your account then we will use the Foreign Exchange Negotiation rate available at the time of processing. Please note this FX rate will incorporate the interest fee we will apply.

Collections

This is the standard way of getting payment for an international/currency cheque.

We will present the cheque to the bank the cheque is drawn on and credit your account once we have received cleared funds¹ from the other bank.

The time this takes will vary depending on both the bank and the country we have to present the cheque to. This could be up to six weeks. The cleared funds received may not match the value of the cheque as the overseas bank may take a charge. Once Barclays has received funds we will deduct our charges and credit your account with the net proceeds. Where we need to convert the funds into the currency of your account then the relevant Foreign Exchange Rate on the day we process the payment will be used.

¹All funds credited to your account are subject to recourse, which means we may debit your account for the value of the cheque should we subsequently be advised the cheque was fraudulent. If the currency of the cheque is different to that of your account we will use the current Foreign Exchange rate at the time and therefore the amount we debit will not match the amount we paid into your account.

8 Other important information

Examples on our website

You can view examples on our website of charges for making payments from your account when there isn't enough money.

How and when fees will be taken from your account

Fees can be taken from your account

- Straight away, such as for payments or when you ask for a specific service (see section 7).
- Each month, for example, Pack fees are taken from your account on the first working day of the month. The Barclays Blue Rewards fee is taken from your account on the second working day of the month.
- After we give you notice. We will give you at least 14 days' advance notice on your statement of the total amount of any Overdraft and Emergency Borrowing daily fees and Unpaid Transaction Fees before they are taken from your account.

Arranged overdraft, Emergency Borrowing and Unpaid Transaction fees will be taken from your account monthly. We work out the monthly charging period for these fees from the date you chose for your regular statement. The monthly charging period always closes two days before the date we issue your statement.

There may also be other taxes or costs that are not paid through us or imposed by us that you have to pay in connection with your account.

Cooling off

If you are not happy with your account, you have a 14-day period in which to contact us to cancel your account or switch to another account. This period starts from the date you open your account or the date you receive your account terms and conditions and other information, whichever is later. If you contact us within this period to cancel or switch your account, we'll refund any account fees you may have paid. However, if you cancel or switch your account later than 14 days, you will not be refunded the account fees that you have paid. If you wish to cancel or switch your account, you should tell us by writing to: **Barclays Bank UK PLC, Leicester Servicing Centre, Leicester LE87 2BB**.

Getting help

If your debts are rising, you could be in financial difficulty and could benefit from some advice. If you feel this may apply to you, please contact us to discuss your financial position – we're here to help. Simply contact your local branch or visit [barclays.co.uk/moneymanagement](https://www.barclays.co.uk/moneymanagement)

Alternatively, you can get free independent debt advice from organisations such as **National Debt line** (call 0808 808 4000), the **Consumer Credit Counselling Service** (call 0800 138 1111) or your local **Citizens Advice Bureau**.

Your feedback

We want to hear if you feel unhappy with the service you have received from us. This gives us the opportunity to put matters right and improve our service to all our customers.

You can complain at your branch, in writing, by email or by telephone. A leaflet detailing how we deal with complaints is available on request in our branches, from the Barclays Information Line on **0800 400 100*** or at **barclays.co.uk** Alternatively you can write to us at **Barclays, Leicester LE87 2BB**.

If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service at Exchange Tower, London E14 9SR (Tel: **0800 023 4567** or **0300 123 9123**, or if calling from abroad **+44 20 7964 0500***). The Financial Ombudsman Service is an organisation set up by law to give consumers a free and independent service for resolving disputes with financial firms. Details of those who are eligible complainants can be obtained from the Financial Ombudsman Service **financial-ombudsman.org.uk**

EU General Data Protection Regulation

Under the EU General Data Protection Regulation you have a right of access to certain personal records. If you wish to exercise this right, please go to **barclays.co.uk/control-your-data**

9 Glossary of Terms

To make it easier for customers to understand what fees apply for services they use, Banks and Building Societies are using 'standardised terms'. These are intended to help customers compare the cost of services more easily. The standardised terms and their meaning are set out below.

Term	Definition
Maintaining the account	The account provider operates the account for use by the customer.
Arranged overdraft	The account provider and the customer agree in advance that the customer may borrow money when there is no money left in the account. The agreement determines a maximum amount that can be borrowed, and whether fees and interest will be charged to the customer.
Unarranged overdraft	The customer borrows money when there is no money left in the account (or when the customer has gone past their arranged overdraft limit) and this has not been agreed with the account provider in advance.
Refusing a payment due to lack of funds	The account provider refuses a payment from the customer's account because there is not enough money in it (or it would take the customer past their arranged overdraft limit).
Allowing a payment despite lack of funds	The account provider allows a payment to be made from the customer's account although there is not enough money in it (or it would take the customer past their arranged overdraft limit).
Direct debit	The customer permits someone else (recipient) to instruct the account provider to transfer money from the customer's account to that recipient. The account provider then transfers money to the recipient on a date or dates agreed by the customer and the recipient. The amount may vary.
Standing order	The account provider makes regular transfers, on the instruction of the customer, of a fixed amount of money from the customer's account to another account.
Sending money within the UK	The account provider transfers money, on the instruction of the customer, from the customer's account to another account in the UK.
Sending money outside the UK	The account provider transfers money, on the instruction of the customer, from the customer's account to another account outside the UK.
Receiving money from outside the UK	When money is sent to the customer's account from an account outside the UK.
Cash withdrawal in pounds in the UK	The customer takes cash out of the customer's account in pounds at a cash machine, bank or Post Office in the UK.
Cash withdrawal in foreign currency outside the UK	The customer takes cash out of the customer's account in foreign currency at a cash machine or, where available, at a bank outside the UK.
Debit card payment in pounds	The customer uses their debit card to make a payment in pounds. This can be in a shop, online or over the phone.
Debit card payment in a foreign currency	The customer uses their debit card to make a payment in foreign currency. This can be in a shop, online or over the phone.
Cancelling a cheque	The customer asks the account provider to cancel a cheque that the customer has written.

Find out more today

Come in to a branch, **call** 0345 7 345 345*, **click** [barclays.co.uk](https://www.barclays.co.uk)

You can get this in Braille, large print or audio by calling **0800 400 100** (via Text Relay or Next Generation Text Relay if appropriate). Barclays also welcomes calls via SignVideo for BSL users. Visit **[barclays.co.uk/signvideo](https://www.barclays.co.uk/signvideo)**

Call monitoring and charges information

* Calls may be monitored or recorded for quality and training purposes. Calls to 0800 numbers are free if made from a UK landline or personal mobile. Calls to 03 numbers are charged at the same rate as calls to 01 and 02 landlines, and will count towards any inclusive minutes you have covering calls to landline numbers. Charges may apply when calling from abroad.

Barclays Bank UK PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 759676). Barclays Bank UK PLC adheres to The Standards of Lending Practice which is monitored and enforced by The Lending Standards Board. Further details can be found at www.lendingstandardsboard.org.uk. Barclays Bank UK PLC is a member of the British Bankers' Association. Barclays Bank UK PLC is a company registered with the Registrar of Companies for England and Wales, Company No. 9740322, Registered Office 1 Churchill Place, London E14 5HP.

Item ref: 9912324LP_UK, Revised 07/19